



## Operation and Maintenance Policy

Keeping with the Company's Vision & Mission, GAIL is committed to safety of public, employees & properties; managing the quality & integrity of all the assets for efficient, reliable & sustainable operations; and enhancing value to company and stakeholders.

GAIL endeavours to operate its plants & pipeline systems in safe & uninterrupted manner by adopting global best practices with optimal resources and environmentally-responsible systems & procedures to meet customers' expectations on quality of services.

GAIL will strive towards operational excellence with continual improvement by leveraging technology, mitigating risks and to exceed the requirements of statutory, legal, regulatory and government guidelines.

  
(Sandeep Kumar Gupta)  
Chairman & Managing Director

12/4/2023

